Whitehorse Manningham Libraries
open for discovery

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POSITION DESCRIPTION

Position Title	Multimedia Support Officer		
Position Number	A13		
Department	Administration		
Award Classification	Band 4		
Reports To	Coordinator Marketing and Communications		
Internal Liaisons	Manager Corporate Services, Manager Collections and Information Services, Manger ICT, Coordinator Partnerships and Programs, Coordinator Youth Services, Coordinator Operations Support		
External Liaisons	Library users.		
Supervises	Nil		
Probationary Period	6 months	**Working with Children Check**	Required
Date Approved	November 2020	**National Police check**	Required

OUR ORGANISATION

Our Vision
A library open for all to discover a world of possibilities.

Our Mission
To provide opportunities that inspire our community to read, learn, connect and create.

Our Values

Respect – We acknowledge our diverse community and support equal access to services by all.

Integrity - We are open, honest and accountable in the way we conduct our business.

Community Driven – Our services and the way we deliver them are shaped by the needs and aspirations of our community.

Collaboration – Together we develop positive relationships and partnerships that strengthen our services and their impact.

Excellence - We aim for excellence and strive to find new ways to improve how we work and deliver services.

Whitehorse Manningham Regional Library Corporation delivers high quality library services to the communities of Whitehorse and Manningham. The Corporation operates branch libraries at Blackburn, Box Hill, Bulleen, Doncaster, Nunawading, The Pines, Vermont South and Warrandyte. Online services are provided through www.wml.vic.gov.au.

POSITION OBJECTIVES

- Provide a range of multimedia support services to Whitehorse Manningham Libraries departments
- Contribute to the delivery of consistent branding, marketing and messaging.
- Support the delivery of high-quality online library programs
- Provide multimedia and audio-visual support for in-house library programs
- Contribute to the development and achievement of Corporate and Team goals.

KEY RESPONSIBILITY AREAS

Marketing

Contribute to the effectiveness of library services through the provision of marketing support in the following areas:

- In consultation with departmental managers and/or coordinators, create audio-visual collateral including marketing, promotional, instructional and directional material
- Contribute to social media content publishing
- Other relevant marketing support task as required

Programs

Contribute to the effectiveness of library events and program delivery through provision of quality support in the following areas:

- Assist programs team members to utilise audio-visual equipment to support the delivery of online and in-house programs
- Support the extended reach of in-house programs by providing recording and electronic publishing assistance to program team members.
- Assist with photography of events and publishing on social media platforms
- Edit content of online programs and publish via agreed platform
- Other relevant programs support tasks as required

Occupational Health and Safety

- Provide a safe working environment in accordance with Occupational Health and Safety legislation and WMRLC policies and procedures.
- Assist in the delivery of in-house training by producing content to share on online training platforms
- Assist in the design and production of audio-visual instructional safe operating procedures

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the Coordinator Marketing & Communications for effectively undertaking allocated responsibilities within clearly established guidelines and timelines, but with scope to exercise discretion in the application of established standards and procedures.

JUDGEMENT AND DECISION MAKING

The objectives of the work are usually well defined but the particular approach to be used may be selected from a range of available techniques. Guidance and advice are always available.

KEY COMPETENCIES

Specialist skills and knowledge

- Working knowledge of the safe and effective set-up and operation of multimedia and Audio-Visual equipment, including sound, recording and lighting equipment
- Experience in the development and production of high-quality audio-visual collateral
- Proficiency in office software applications and in the use of audio-visual editing software (including closed caption standards)
- Knowledge of and experience in a range of audio-visual formats.

Interpersonal skills

- Sound, friendly, helpful and efficient oral and written communication skills
- Ability to gain the co-operation of others
- Support for the achievement of team objectives before individual goals.

Organisational skills

- Time management skills; ability to plan and prioritise and achieve objectives within an allocated timeframe
- Strong attention to detail skills
- Support for the achievement of team objectives before individual goals
- Ability to provide support to others through basic guidance and training.

QUALIFICATIONS AND EXPERIENCE

- Post-secondary qualifications and experience, or lesser formal qualifications and extensive relevant experience
- Valid Victorian drivers licence preferred
- Current Working With Children Check
- The incumbent will be required to undertake a National Police Check at the time of commencement and at regular intervals there-after.

HOURS OF DUTY

- Engaged on the basis of a 38-hour week pay scale
- Some evening and weekend work may be required

REMUNERATION

In the range Band 4A – 4D

SELECTION CRITERIA

- Ability to effectively and efficiently undertake allocated audio-visual support functions
- Proficiency in office software and relevant editing software applications.

- Relevant qualifications and experience
- Demonstrated, sound oral, written and influencing skills.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of public floor desk duties. Substantial manual handling is an inherent physical requirement of working in this role.

Task	**Performed Often** (5+ times in one shift or sustained for 30 minutes)	**Performed Sometimes** (Less than 5 times in one shift)	**Never / Rarely Performed**
Passive			
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs		✓	
Driving a car		✓	
Manual Handling			
Lifting / carrying < 20kg			✓
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys			✓
Bending, squatting or reaching			✓
Repetitive arm / wrist movements	✓		✓
Bending or twisting spine			✓
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing	✓		
Sensory			
Fine Hand Coordination		✓	
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
Emotional			
Exposure to challenging conversations and behaviours	✓		
Dealing with grief and loss		✓	
Communicating with elderly patrons		✓	
Communicating with Non-English speaking patrons		✓	
Providing empathy and support	✓		

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

GENERAL EMPLOYMENT CONDITIONS

1. General Conditions

- WMRLC employees are required to observe all Corporation policies, codes of conduct and follow work instructions and relevant regulations.
- Employees are expected to manage Corporation records in accordance with the relevant policies and procedures.
- Working conditions are governed by the WMRLC Enterprise Agreement.

2. OH&S and Risk Management

All staff are expected to:

- Follow established safe operating practices, procedures and instructions;
- Take reasonable care for their own OHS and that of their colleagues;
- Seek assistance when unsure of practices and procedures to perform a task;
- Report all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor;
- Actively participate and contribute to preventative OHS strategies, audits, team meetings and training.

Staff in a supervisory role must ensure that safe work practices are observed and issue instructions in relation to or cease unsafe work practices in the workplace.

3. Equal Opportunity, Human Rights and Bullying

The Corporation is committed to the principles of Equal Opportunity and Human Rights and believes that all employees should be able to work in an environment free of discrimination and harassment. Staff are encouraged to support each other in creating and maintaining an environment that is free of harassment.

All employees of the Corporation have a responsibility to treat each other fairly and with respect and act in accordance with the Occupational Health and Safety, Equal Opportunity and Bullying in the Workplace policies. As an employer, the Corporation will not defend or support discriminatory actions of staff that are unlawful.

4. Code of Conduct

All staff are required to observe the standards of conduct and behaviour outlined in the Code of Conduct. A breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

5. Privacy

The Corporation is committed to complying with the Victorian Privacy and Data Protection Act 2014. The Corporation recognises the importance of the privacy of personal information collected by the Library Service and is committed to ensuring that personal information is appropriately stored and managed. All employees are required to follow the Corporations Information Privacy Policy at all times.

6. Child Safety Commitment

The Corporation is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries. All employees are expected to adhere to the Corporation's Child Safe Policy, acknowledging their right to be treated with respect and protected from harm.

ACKNOWLEDGEMENT

I _____ have read and understood the position description and agree to perform in the position of Multimedia Support Officer as per the requirements of the position description.

_____ _____

(Employee signature) Date

_____ _____

(Coordinator Marketing and Communications) Date

Please return the signed Position description to Corporate Services for inclusion on the employee's file.